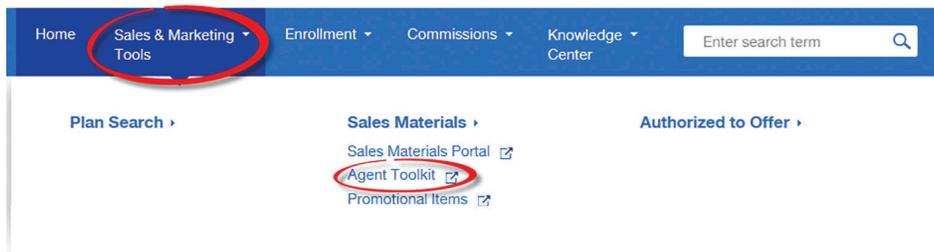


AGENT TOOLKIT CHEAT SHEET

A quick reference guide to the UnitedHealthcare Online Agent Toolkit.

1. How do I access the Agent Toolkit?

Enter from Jarvis by clicking on “Sales & Marketing Tools” and then clicking on “Agent Toolkit” under “Sales Materials”.



Remember:
Turn off pop-up blockers when you log in to Jarvis.

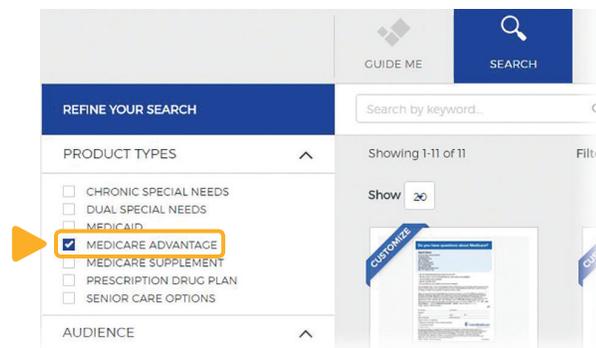
2. How do I update my agent-specific information?

Go to the “My Profile” tab to make any necessary corrections. Ensure that your shipping address is correct. This tab also allows you to upload a photo to keep on file.

3. How can I search for materials?

Use “Search” located on the top navigation to easily search for materials.

For best results, use the search check-boxes located to the left of the search page. There are multiple drop-down boxes for narrowing down the search. You can also use the search keyword text box to search for materials.



4. What are some tips for finding materials?

- Use Guide Me to help navigate to materials based on activities.
- Use Search to quickly find materials based on product type, audience, brand, material type, etc.
- Use Shop to navigate buckets of materials sorted by categories and sub-categories of materials.
- Use Quick Order to quickly find and order materials you have favorited or know the product name or SKU.

5. How does meeting information get loaded into toolkit pieces?

Meeting information is pulled from bConnected, and you must be listed as the presenting agent. Only meetings held within the next 90 days are displayed, and the meeting and/or retail location must have a status of “Active-Public.”

6. What do the various items shown in Quick View mean?

Printable — This document will be printed by a vendor, such as Shutterfly, and sent to you.

Downloadable — You can download a PDF of this material, which you can print yourself.

Agent Photo Allowed — You will have the option to include an agent photo on this piece.

Meetings Allowed — This piece allows you to promote your community meetings or formal sales events.



7. What is the cost for ordering items?

Cost will vary by product and the quantity ordered. All pricing is based on competitively priced contract rates from approved vendors. Shipping costs are for UPS Ground delivery.

8. How soon can I access my order?

Orders that are downloaded are immediately available. Visit your profile, and click on “Downloads” to view and download your files.

9. How can I track my order?

You will be sent an email when your order ships. This will guide you to the Order History tab on the toolkit.

More information is available on the “Support” tab of the toolkit, or you can contact Agent Toolkit customer support.

Call toll-free **1-877-249-5419**, 8 a.m. – 5 p.m. CT, Monday – Friday.
Or visit **customerservice@uhcagenttoolkit.com**.

Confidential property of UnitedHealth Group. For agent use only. Not intended for use as marketing material for the general public. Do not distribute, reproduce, edit or delete any portion without the express permission of UnitedHealth Group.

SPRJ34752